CITY OF KENT POSITION DESCRIPTION

Position Inventory Number: <u>LW0893</u>
Classification Specification: Crime Victim Advocate
Salary Range: NR 28
Position Description: <u>Crime Victim Rights Coordinator and Advocate</u>
Incumbent:
Location: Law Department - Prosecution
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GENERAL PURPOSE:

Under the direction of the Chief Prosecuting Attorney or Domestic Violence Crime Victim Coordinator, provide assistance to the Criminal Division of the City Attorney's Office in gathering evidence to prosecute criminal cases involving crime victims and provide support services to crime victims.

Work is characterized by technical, administrative, and social work in functioning as a liaison between crime victims, the Criminal Division, and the criminal justice system. Duties include, but are not limited to, maintaining current information of victims and witnesses in criminal cases involving crime victims; acting as a liaison between victims and witnesses about court dates and procedures; interviewing victims and witnesses to obtain evidence; providing information, support, and referrals to local social service agencies for help and ensure victim safety and defendant accountability. The incumbent will also serve as a primary contact person in the city for non-domestic violence crime victim related issues; participate in networking with community groups; and collaborate with others for community education purposes. The incumbent is required to make independent decisions related to work assignments and situations. The incumbent is frequently required to perform work in confidence and under pressure for deadlines. Because of the nature of the work, the incumbent may be required to deal with difficult and sometimes hostile individuals requiring the use of conflict management skills. The incumbent is required to maintain professional composure, tact, patience, and courtesy at all times.

Work is performed under general supervision. The supervisor defines objectives, priorities, and deadlines; and assists the incumbent with unusual situations, which do not have clear objectives or precedents. The incumbent plans and carries out assignments and handles problems and deviations in accordance with instructions, policies, procedures, and/or accepted practices. Work is evaluated for technical soundness and conformity to practice and policy.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Provide immediate crisis intervention assistance to crime victims, with priority given to the safety of victims.

Assist the City's Prosecution staff by collecting case related evidence. Evidence collection includes, but is not limited to, obtaining related police reports, CADs, and/or screening reports; photographing victims and/or victim's property; interviewing victims and/or witnesses; and contacting victims and/or witnesses for information as needed.

Maintain current information of victims and witnesses.

Act as a liaison between victims and the criminal justice system including prosecutors, courts, etc.

Perform case preparation and consult with prosecutors on court filings and prosecutorial decisions.

Process all Domestic Violence cases; create victim notes; and send out victim notification letters that charges have been filed.

Serve subpoenas when necessary.

Perform a high volume of technical and administrative services such as filing, answering telephone inquiries, assisting with walk-in requests, and preparing and maintaining victim advocacy notes and documenting contacts.

Prioritize caseload and meet schedules and timelines.

Assess victims' needs and provide appropriate support. Support includes, but is not limited to, informing victims of their rights and the legal process; assisting victims in developing an individualized safety plan if necessary; assisting with petitioning for civil anti-harassment orders or civil protection orders when appropriate; attending hearings in King County Superior Court or Kent Municipal Court with victims; and/or referring victims to social service agencies.

Advise victims and/or witnesses of court date(s), court procedures, and other pertinent information.

Oversee all crime victim restitution by notifying victims of their rights in regards to restitution; gather restitution information; and notify the prosecutor when restitution information is available so a court date can be set.

Maintain knowledge of community resources provided by community/non-profit agencies to appropriately refer victims.

Maintain a cooperative and problem-solving attitude in dealing with and assisting other crime victim advocates or law enforcement agencies when addressing inter-jurisdictional defendants, victims, and/or issues.

Serve as an advocate contact person regarding crime victim advocacy issues affecting the city.

Monitor the city's website mailbox and respond accordingly.

Assist with the development and review of policies and procedures regarding crime victim advocacy.

Assist in coordinating, collaborating, and developing methods/materials to educate the citizens of Kent about issues related to crime prevention.

Develop and maintain relationships with community agencies, professionals, and the community in order to effectively and collaboratively respond to crime victims' needs.

Attend court calendars as appropriate including, but not limited to, jury call and jury trials.

Maintain subpoena telephone lines for all cases that involve victims or witnesses that are set to jury.

Create and manage the Jury Contact Log.

Become familiar with, follow, and actively support the mission, vision, values, and behaviors statements of the City and department.

Assist the Domestic Violence and Crime Victim Program Coordinator when needed and as directed.

PERIPHERAL DUTIES:

Perform other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

KNOWLEDGE OF:

- Criminal justice system and the civil court system, especially how family law cases, protection order cases, and anti-harassment order cases are processed in King and Peirce County Superior Court
- Domestic violence victim and non-domestic violence victim advocacy, witness advocacy, and witness coordination
- Prosecutorial, police, and court activities, functions, policies, and procedures
- Community resources including social service agencies and services provided
- Crisis intervention methods and techniques
- Interviewing techniques as applied to crime victims and witnesses
- Interpersonal skill using tact, patience, and courtesy
- Modern office practices, procedures, and equipment including personal computers related to software such as word processing programs, including Excell, Acces, and PowerPoint
- Correct usage of English grammar, spelling, punctuation, and vocabulary
- Safety planning techniques
- General public relations, including public speaking
- Applicable laws, codes, regulations, policies, and procedures
- Recordkeeping techniques
- Effective oral and written communication

- Principles and practices of research and analysis
- City organization, operations, policies, and objectives, specifically the City's Mission, Values, and Behaviors

SKILLED IN:

- Application of crisis intervention methods and techniques
- Creating individualized safety plans to ensure victim's safety
- Application of victim and witness interviewing techniques to obtain relevant information to assist prosecutors
- Presenting material and publicly speaking about issues related to crime victims
- Communicating effectively, both orally and in writing

ABILITY TO:

- Collect relevant evidence and information
- Assess victims needs and provide appropriate support
- Maintain current knowledge of trends in the field of victim advocacy and current knowledge of community advocates and service agencies
- Effectively present information and respond to questions in a courtroom environment, in small groups of managers and coworkers, and in groups of peers
- Establish and maintain effective working relationships with other employees of the City, outside agencies, victims, witnesses, and the public
- Maintain interrelated records and files
- Work confidentially and independently with little discretion
- Work effectively as a member of a team
- Understand and follow oral and written directions
- Prioritize work and meet schedules and timelines
- Read, understand, and explain documents such as policy manuals and legal and technical procedures
- Write routine reports, correspondence, and procedures
- Create Excel spread sheets and PowerPoint presentations
- Respond to common inquires or complaints from victims, witnesses, outside agencies, or to the public
- Add, subtract, multiply, and divide; compute fractions, ratios, percentages, and proportions; draw and interpret graphs and charts; and apply these concepts to practical situations
- Apply common sense understanding to solve practical problems
- Adapt to changing priorities
- Interacting, working, and communicating positively and effectively with groups and individuals with diverse backgrounds

MINIMUM EDUCATION AND EXPERIENCE REQUIRED:

Education: High school diploma, or equivalent, supplemented by two (2) years of

college-level course work in sociology, psychology, criminology, law

enforcement, or other closely related field; and

Experience: Two (2) years of progressively responsible experience in the legal system

with specialized knowledge/experience in the area of advocacy for crime

victims or related cases and experience in counseling and crisis

intervention.

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Or:

In place of the above requirement, the incumbent may possess any combination or relevant education and experience which would demonstrate the individual's knowledge, skill, and ability to perform the essential duties and responsibilities listed above.

LICENSES AND OTHER REQUIREMENTS:

- Valid Washington State driver's license, or the ability to obtain within thirty (30) days of employment
- · Bilingual skills are highly desired

MACHINES, TOOLS, AND EQUIPMENT USED:

Typical office machinery and equipment including, but not limited to, personal computer and related software including word processing software, printers, telephone, fax machine, copy machine, and calculator.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; talk; and hear. The employee is required to drive; sit; and reach with hands and arms. The employee is occasionally required to stand; walk; climb; or balance; and stoop; kneel; couch or crawl. The employee must occasionally lift and/or move up t 35 pounds.

Specific vision abilities required by this job include close, distance, color, and peripheral vision, depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Work is usually performed in an office environment, subject to frequent interruptions by walk-in clients, employees, telephone calls, and/or interoffice activities. Some field work is required which includes traveling to different locations for the purpose of interviewing victims and witnesses and attending meetings and court hearings.

While performing the duties of this position, the incumbent may be exposed to individuals who are irate, hostile, distraught, violent, or abusive. The noise level in the work environment is usually moderate to loud.

SIGNATURES:

Incumbent's Signature Date Supervisor's Signature Date

Approval:

Department Director/Designee Date Employee Services Director/Designee Date

** Note: This document will be reviewed and updated, annually at the time of the employee's performance appraisal; when this position becomes vacant;

or, if the duties of this position are changed significantly.

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Revised: 10/02/06; 10/10/07

Position Description: Crime Victim Advocate